

FIG. 1

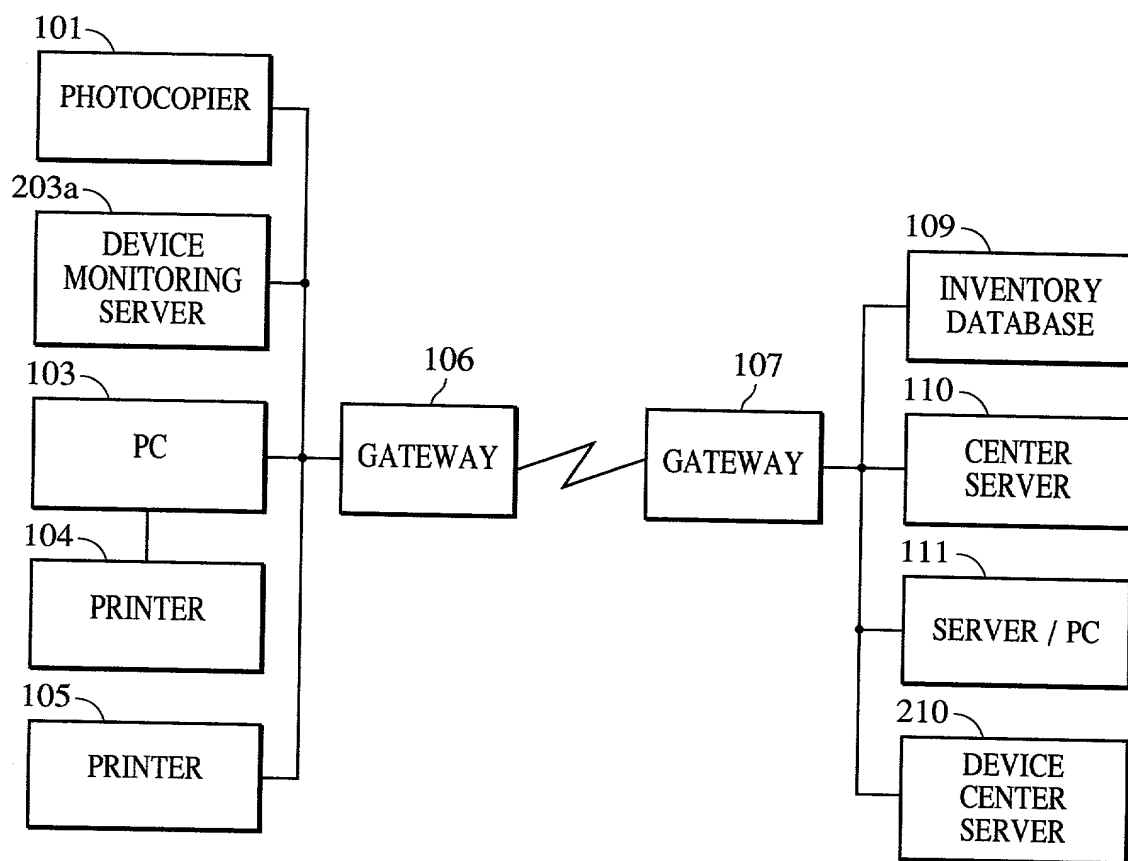


FIG. 2

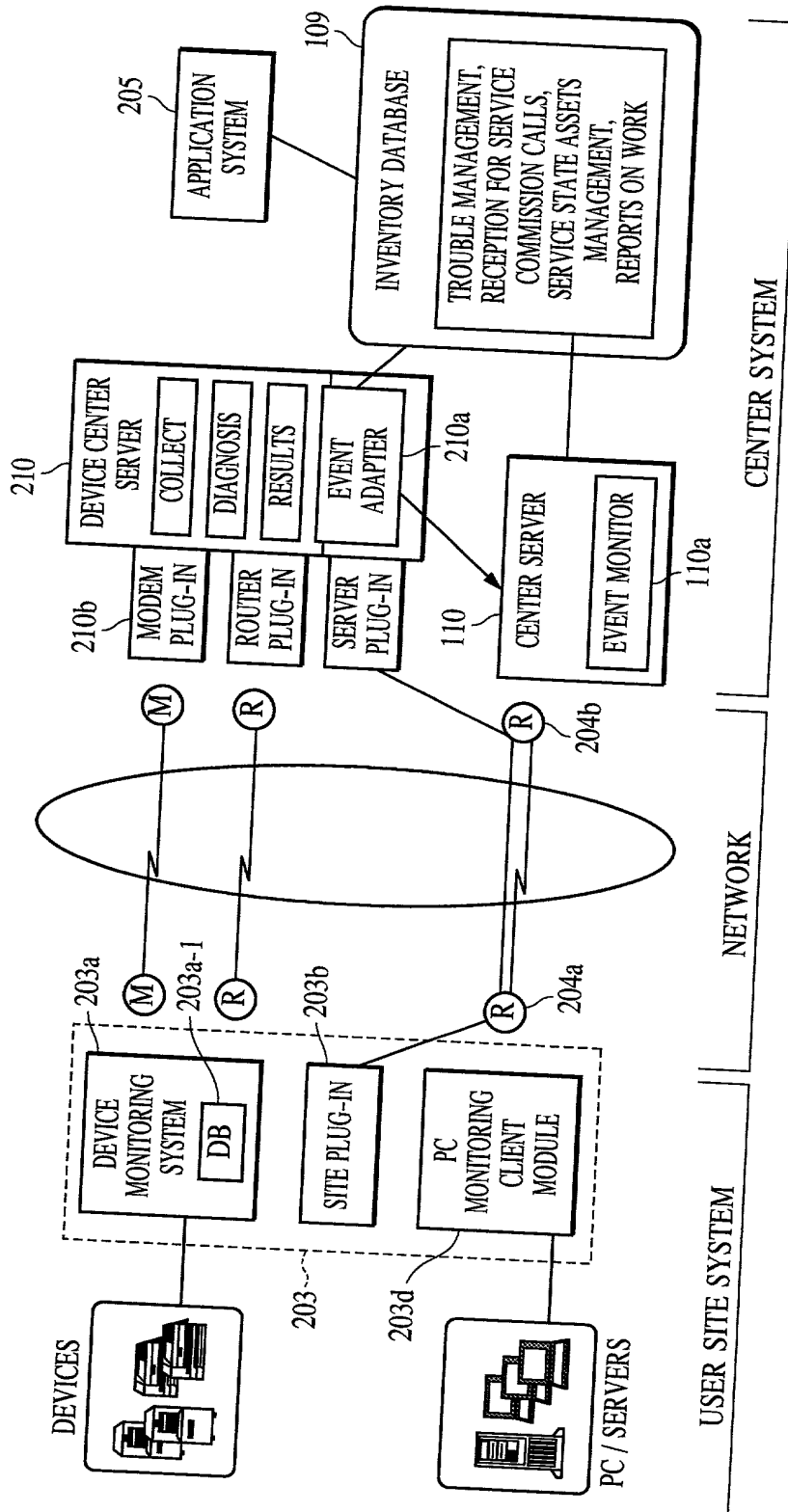


FIG. 3

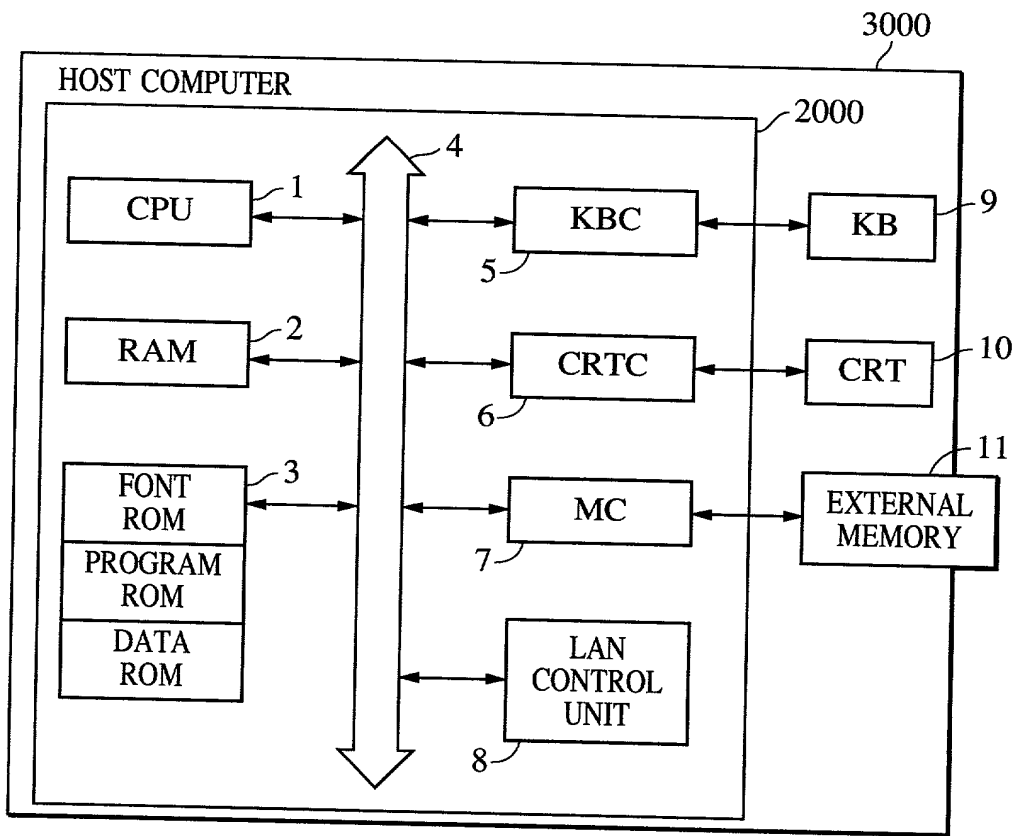


FIG. 4

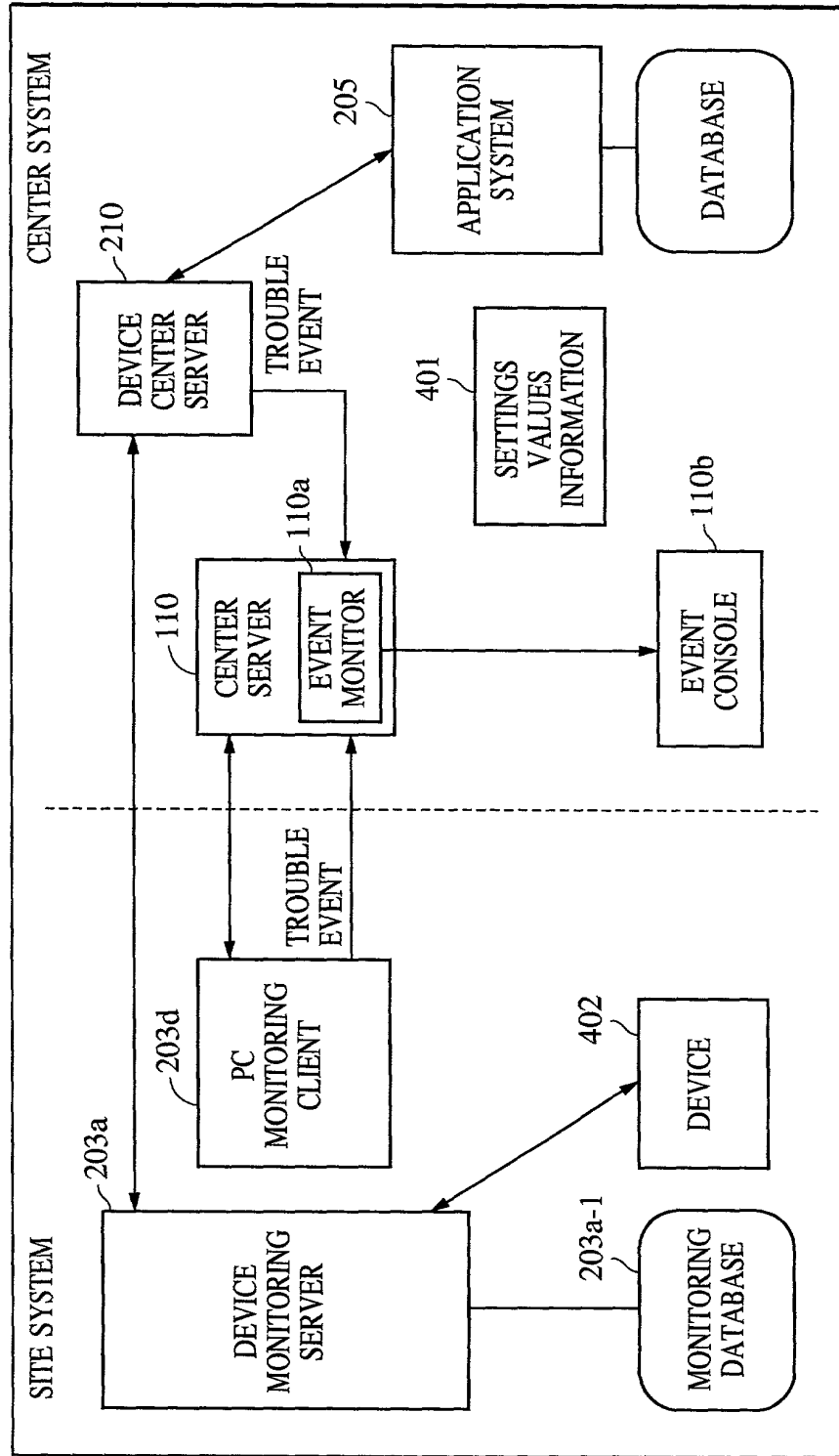


FIG. 5

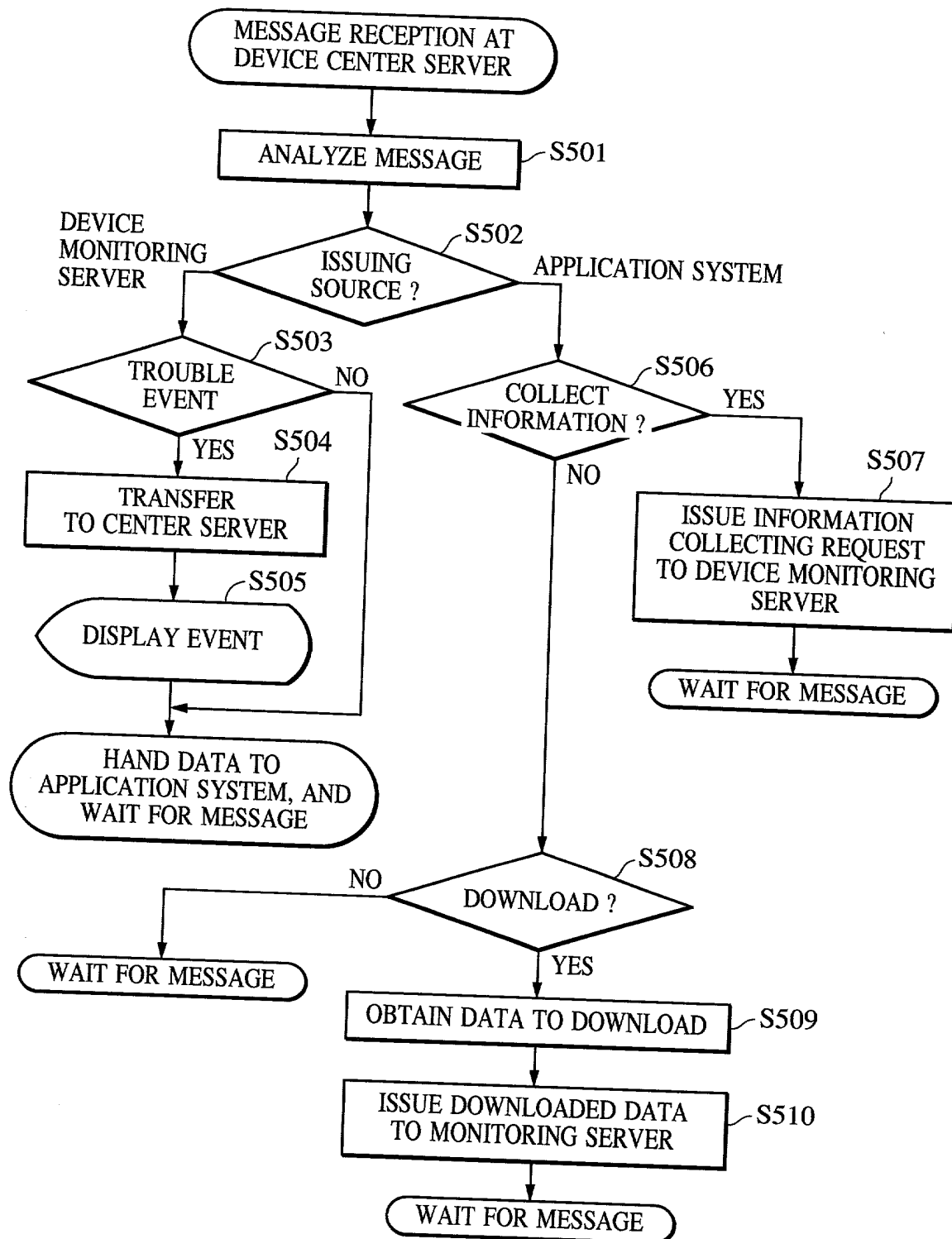


FIG. 6

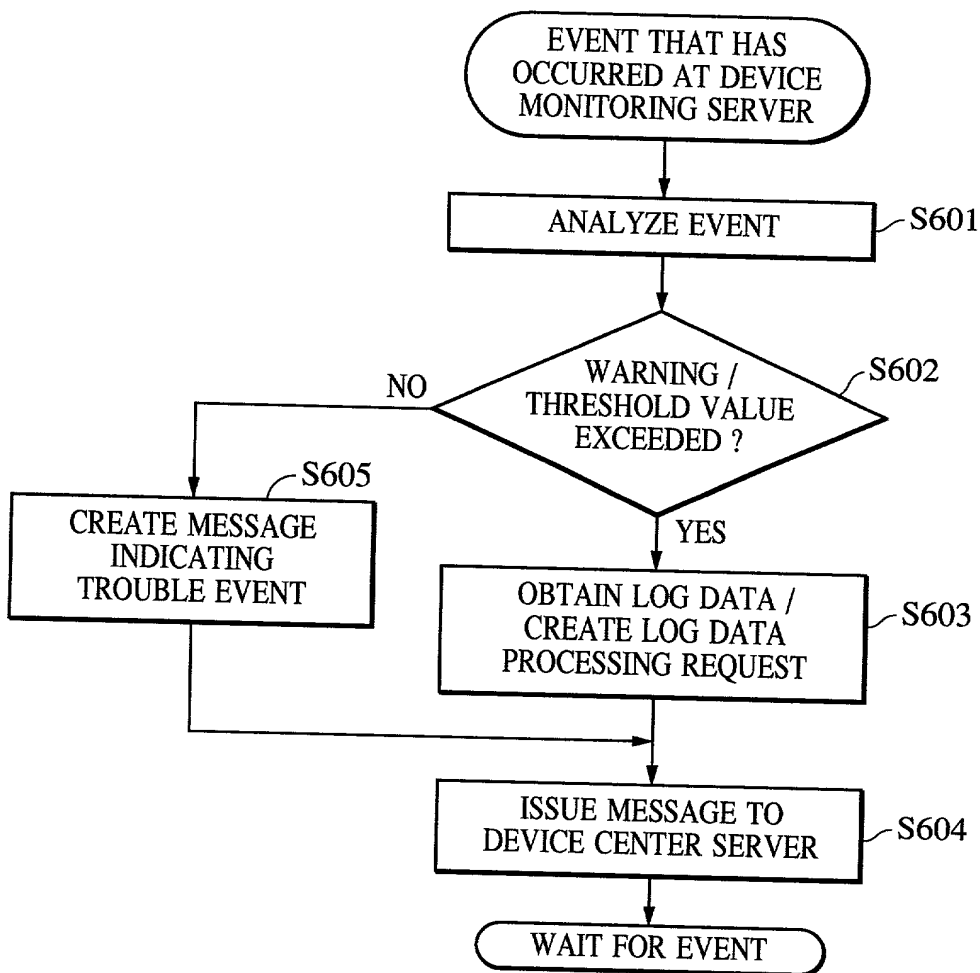


FIG. 7

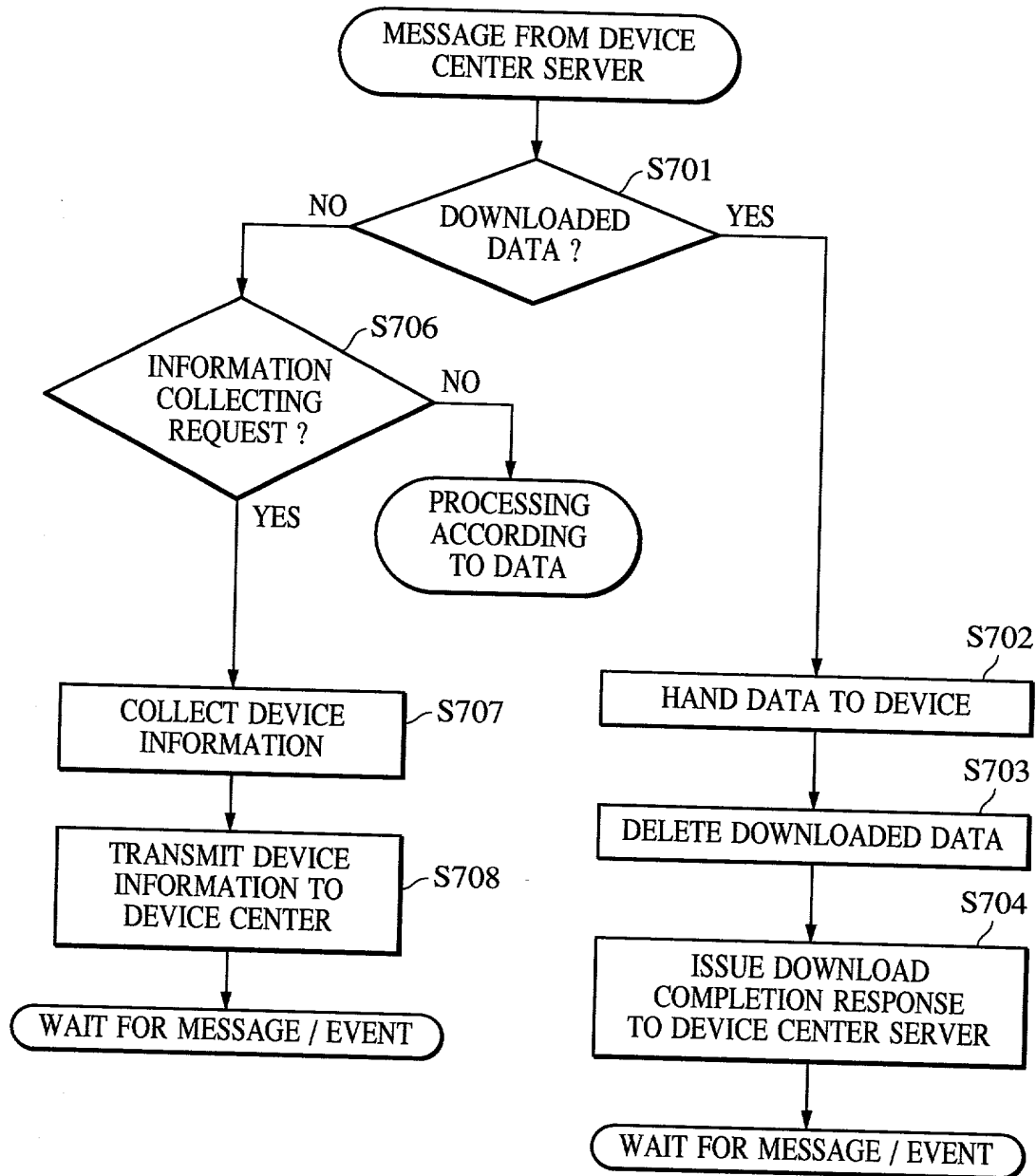


FIG. 8

FIELD	LENGTH (BYTES)	APPLICATION
TAG		
FLAG	1	INDICATES VARIOUS TYPES OF INFORMATION. THE MEANING OF THE BITS ARE AS FOLLOWS : xxx..... : INDICATES COMMUNICATION MEANS B'100' = TCP / IP B'010' = DIAL-UP B'001' = E-MAILx : INDICATES WHETHER DATA IS CONTINUOUS B'0' = SIMPLE DATA OR FINAL DATA B'1' = CONTINUING DATA ALL OTHER BITS ARE RESERVED FOR FUTURE USE
DATA TYPE	1	REPRESENTS THE TYPE OF DATA X'01' : VERIFICATION REQUEST DATA X'02' : PARAMETER SETTINGS REQUEST DATA X'04' : DEVICE INFORMATION OBTAINING REQUEST DATA X'08' : EVENT INFORMATION NOTIFICATION DATA X'10' : RESPONSE DATA X'80' : CUTOFF REQUEST DATA
JOB ID	1	DISTINGUISHES SEQUENCES JOB IDS MUST BE THE SAME DURING A SESSION X'00' : SET PARAMETERS X'01' : OBTAIN DEVICE INFORMATION X'02' : NOTIFY EVENT INFORMATION
RETURN VALUES	1	INDICATES RETURN VALUES IN THE EVENT THAT THE DATA TYPE IS RESPONSE DATA (X' 10'). INDICATES CUT-OFF REASON IN THE EVENT THAT THE DATA TYPE IS CUT-OFF REQUEST (X' 80'). X' 00' IS SET FOR CASES WHERE THE DATA TYPE IS OTHER THAN RESPONSE DATA (X' 10') OR CUT-OFF REQUEST (X' 80').
DATA LENGTH	4	INDICATES THE DATA LENGTH IN BYTES (NETWORK BYTE ORDER)
DATA	VARIABLE	DATA

FIG. 9

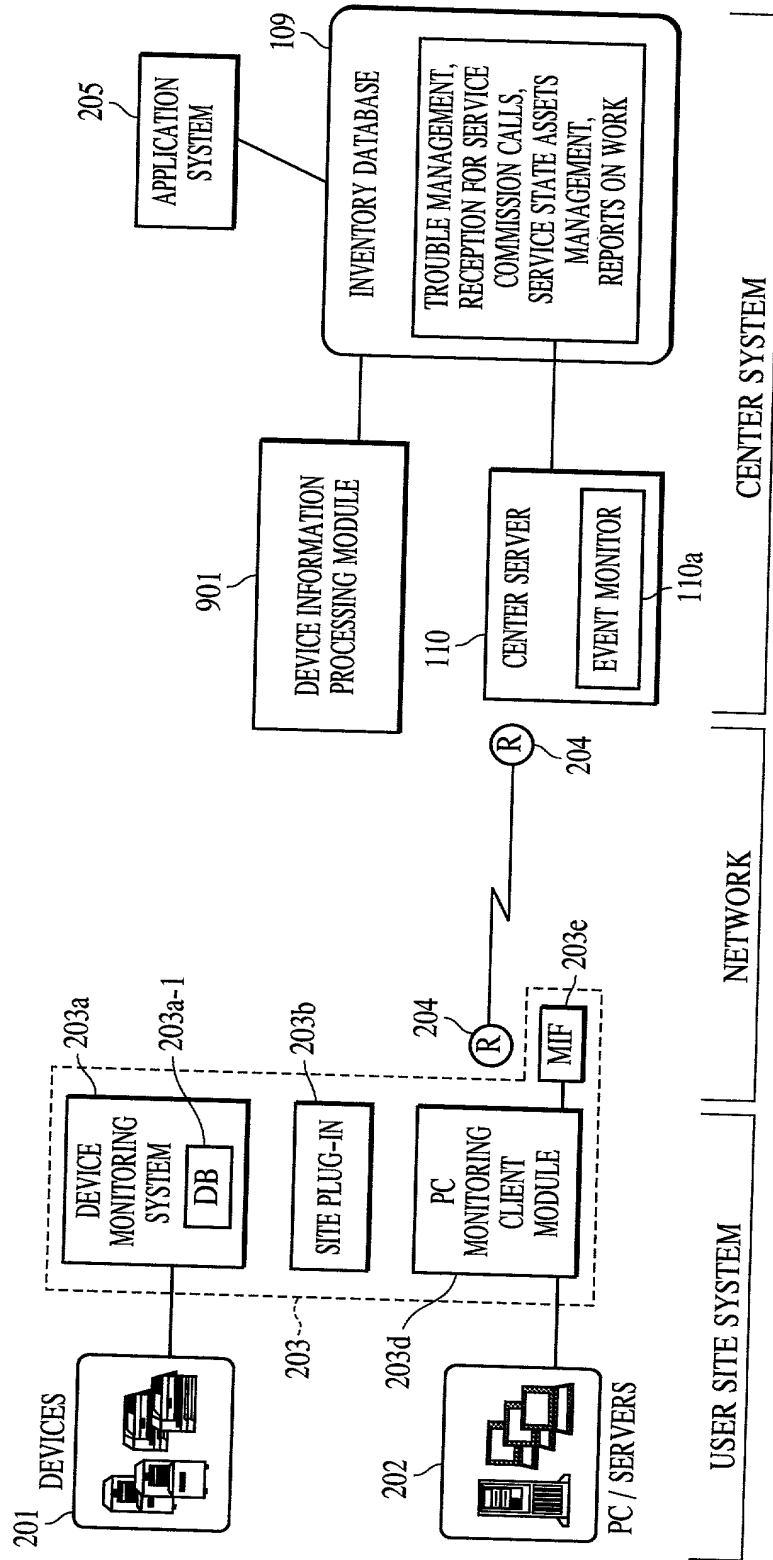


FIG. 10

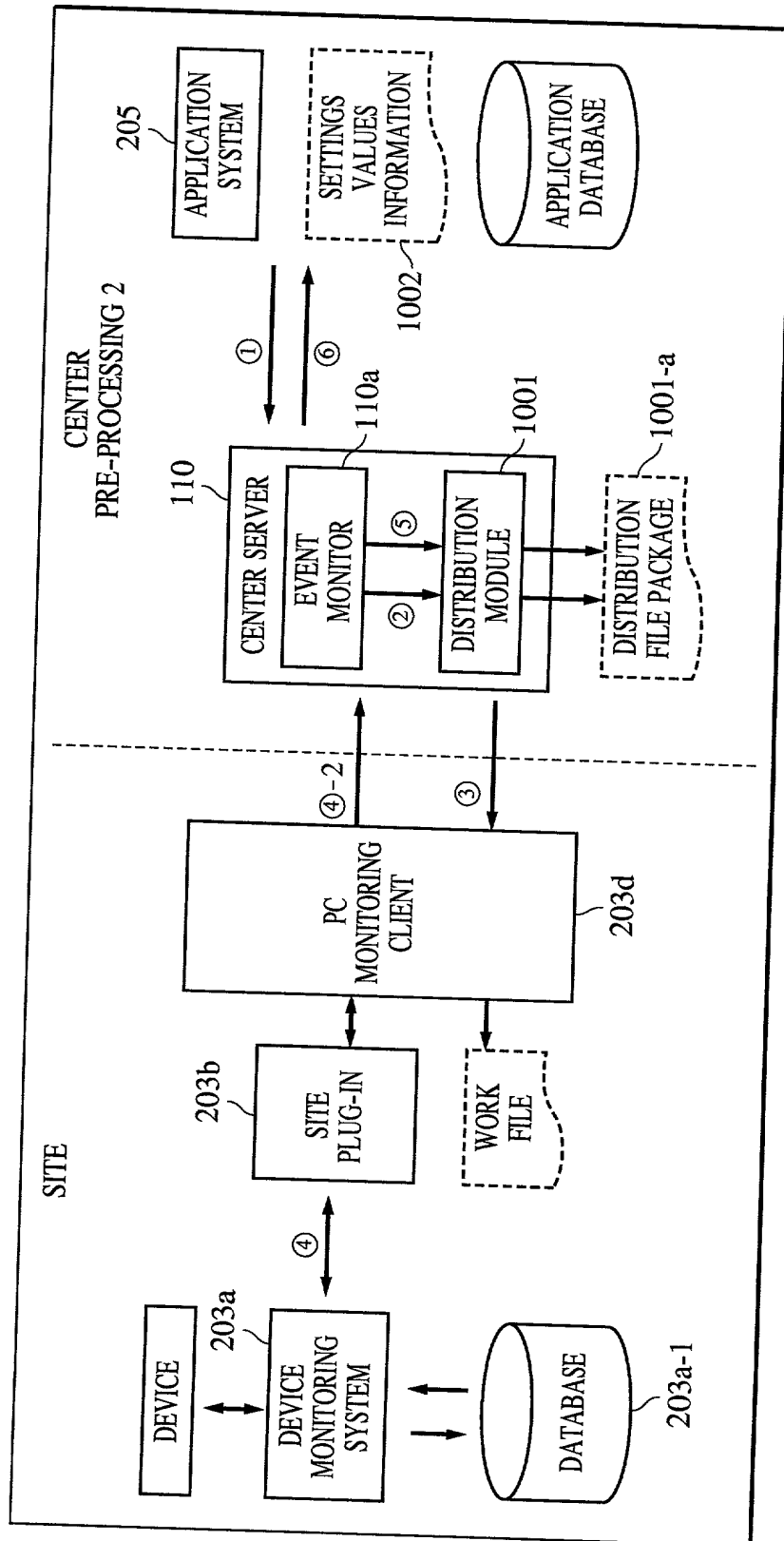


FIG. 11

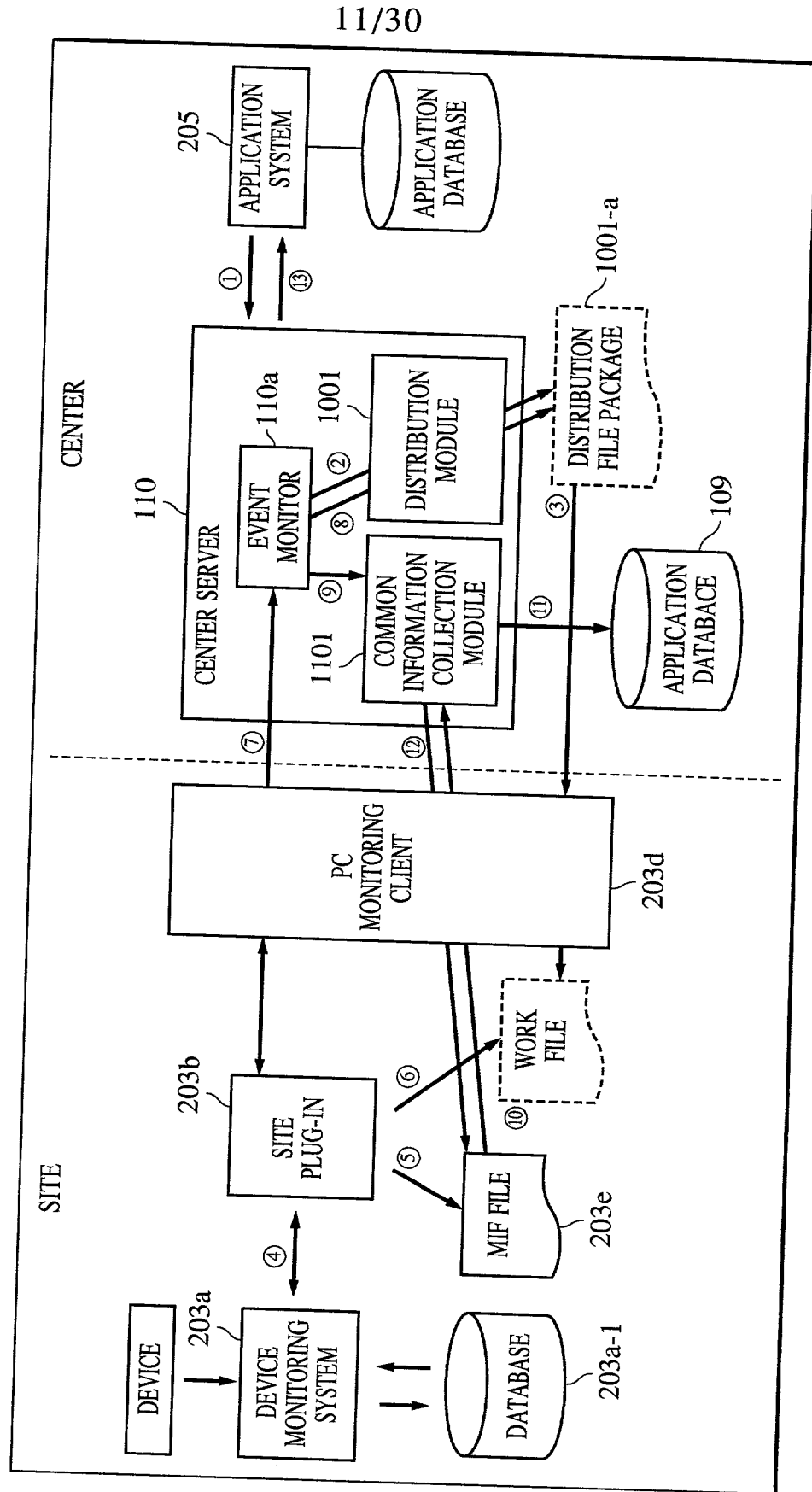


FIG. 12

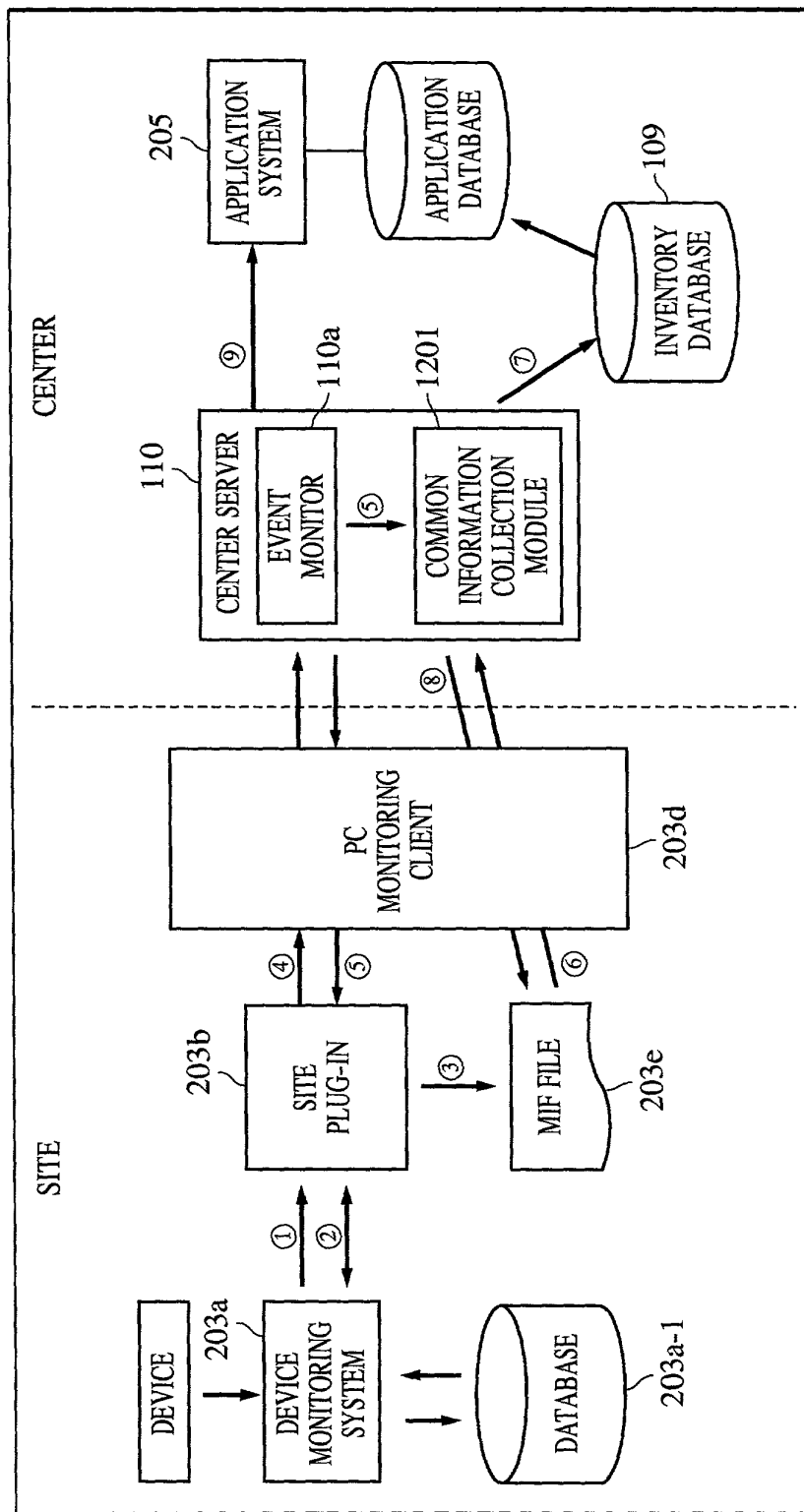


FIG. 13

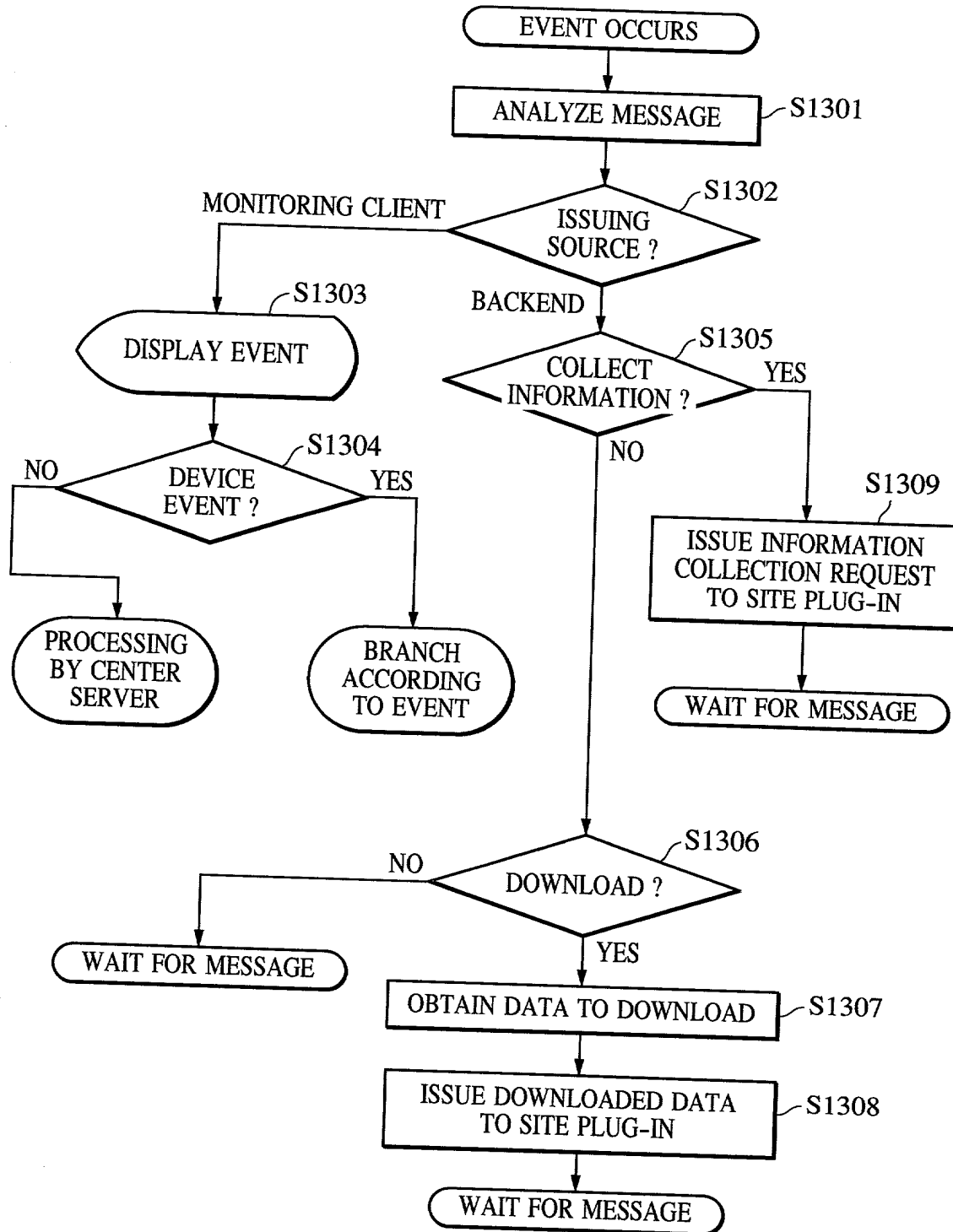


FIG. 14

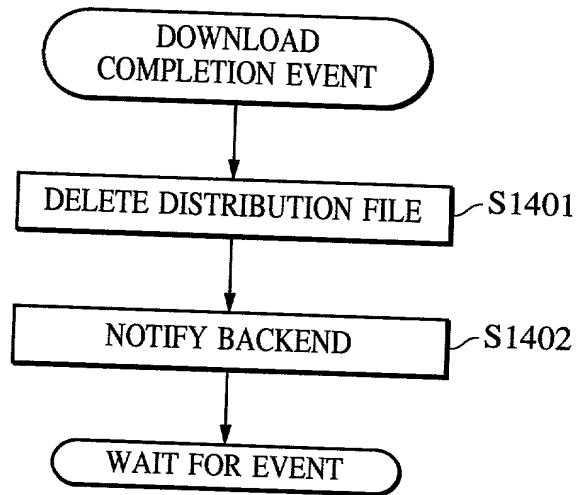


FIG. 15

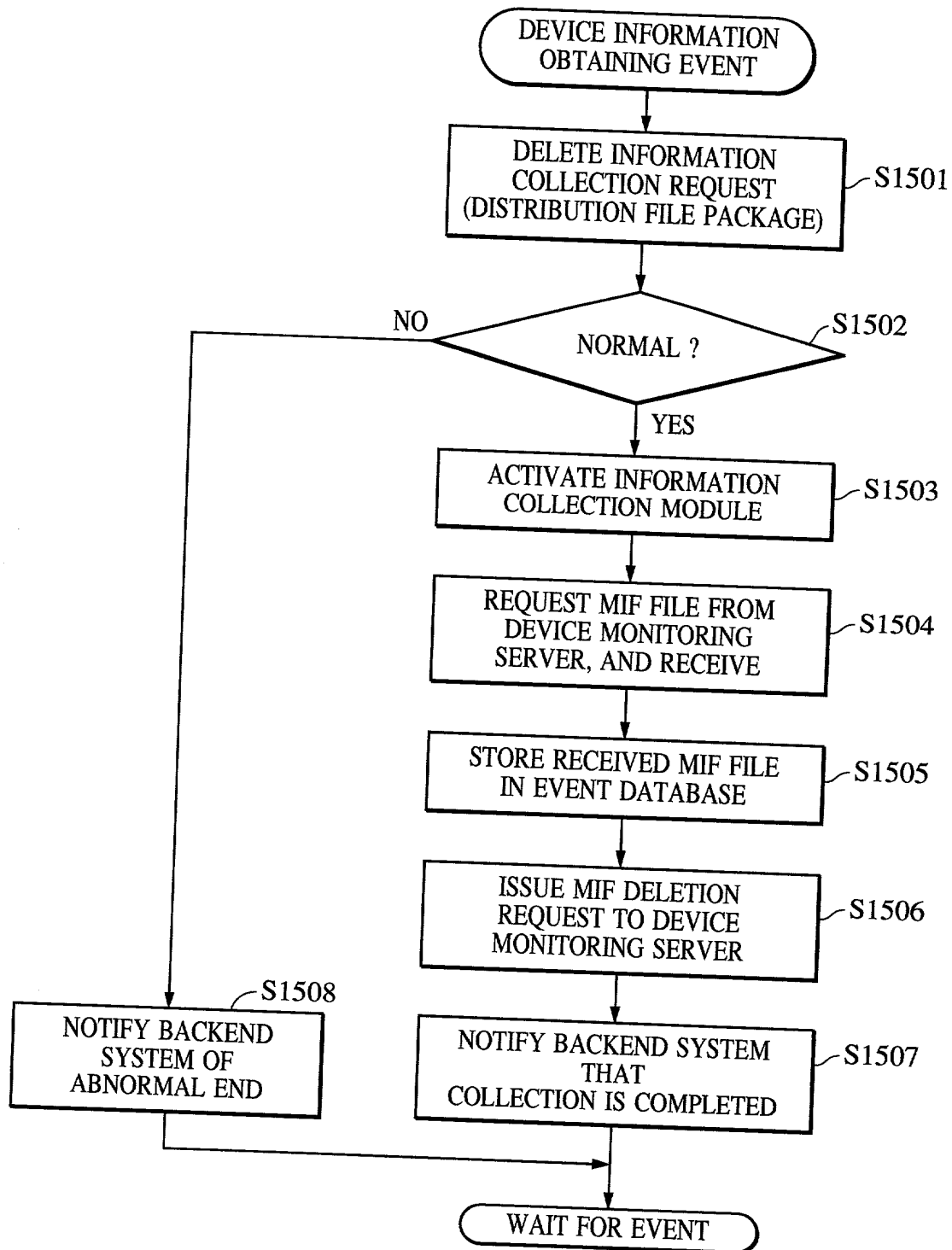


FIG. 16

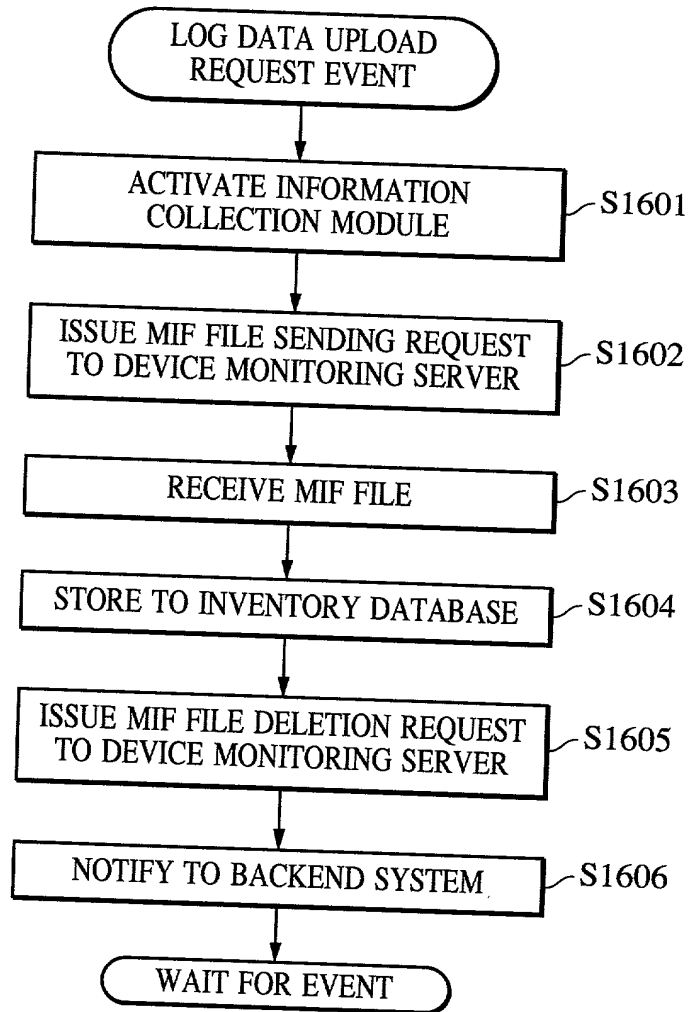


FIG. 17

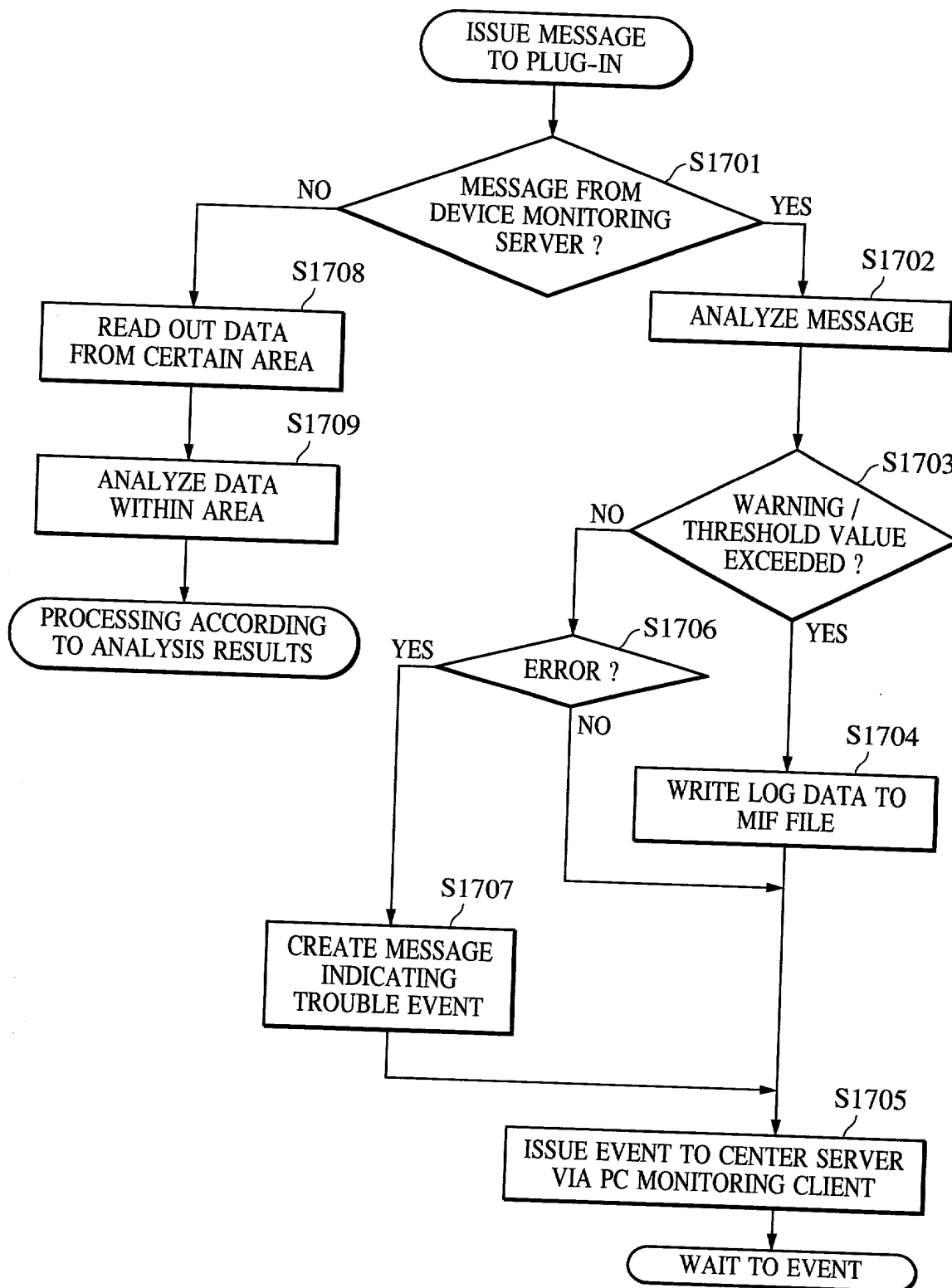


FIG. 18

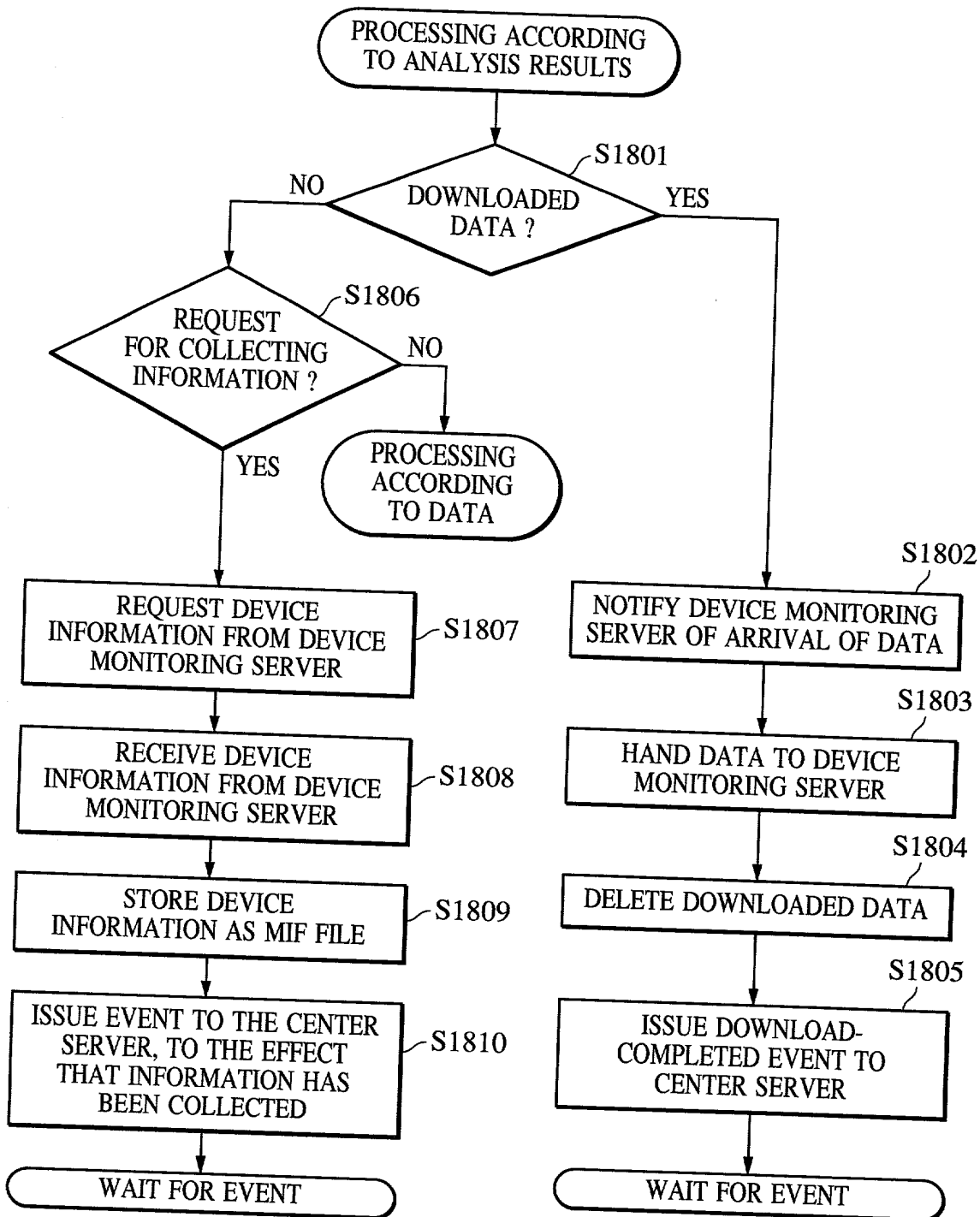


FIG. 19

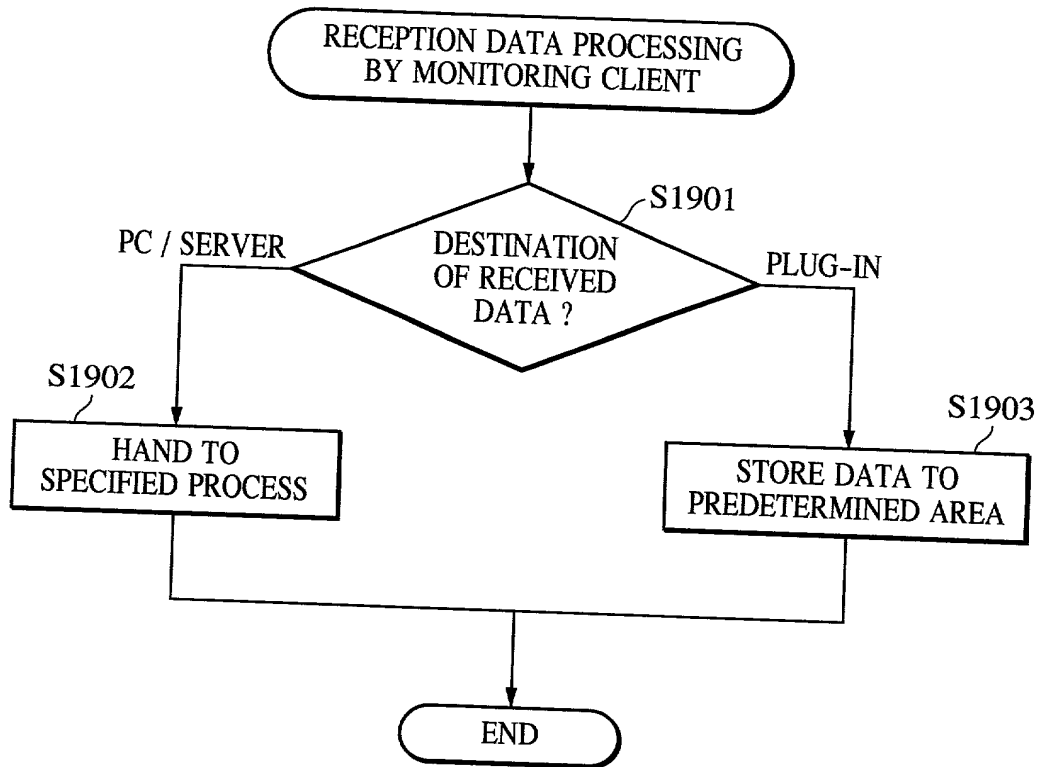


FIG. 20

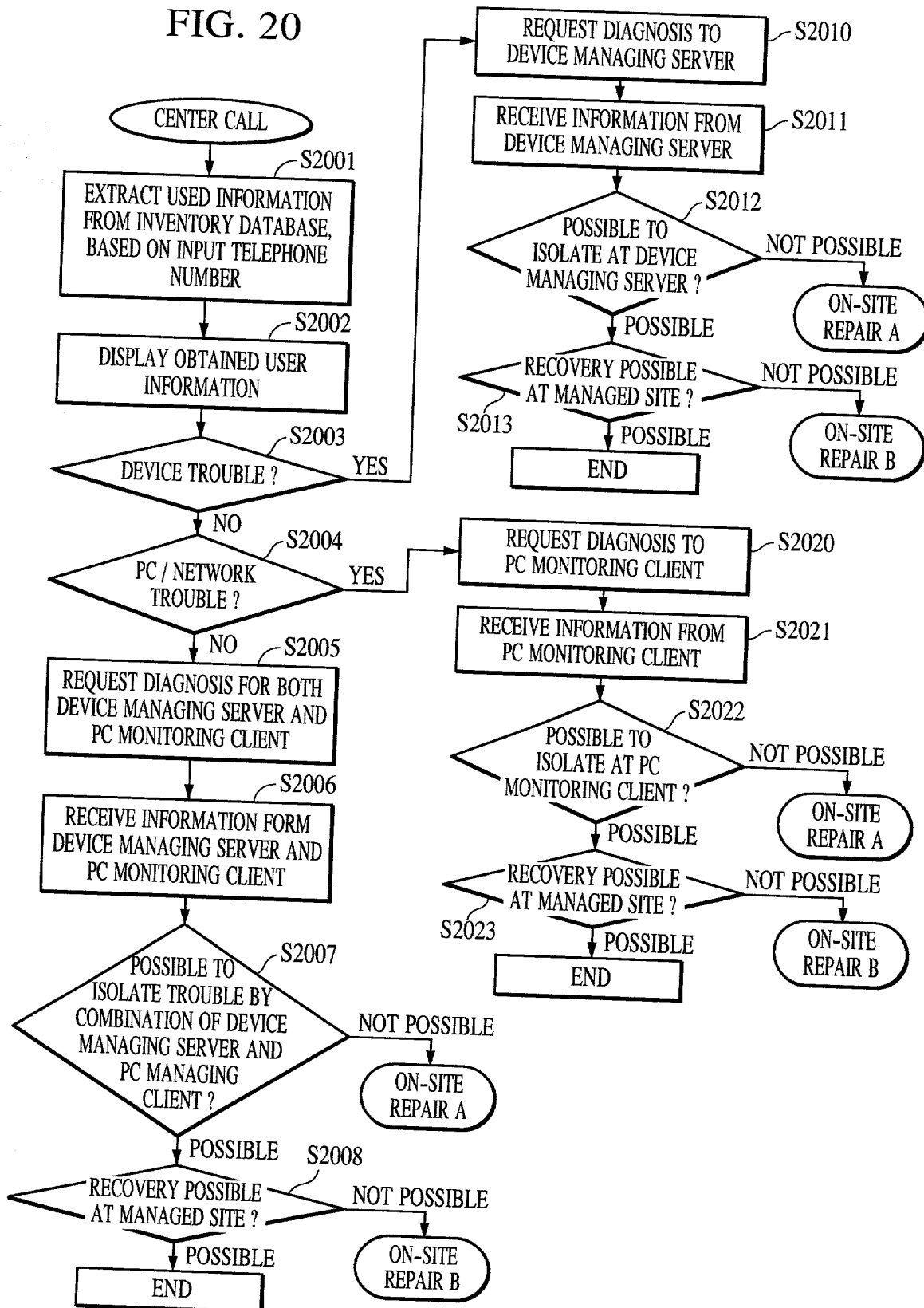


FIG. 21

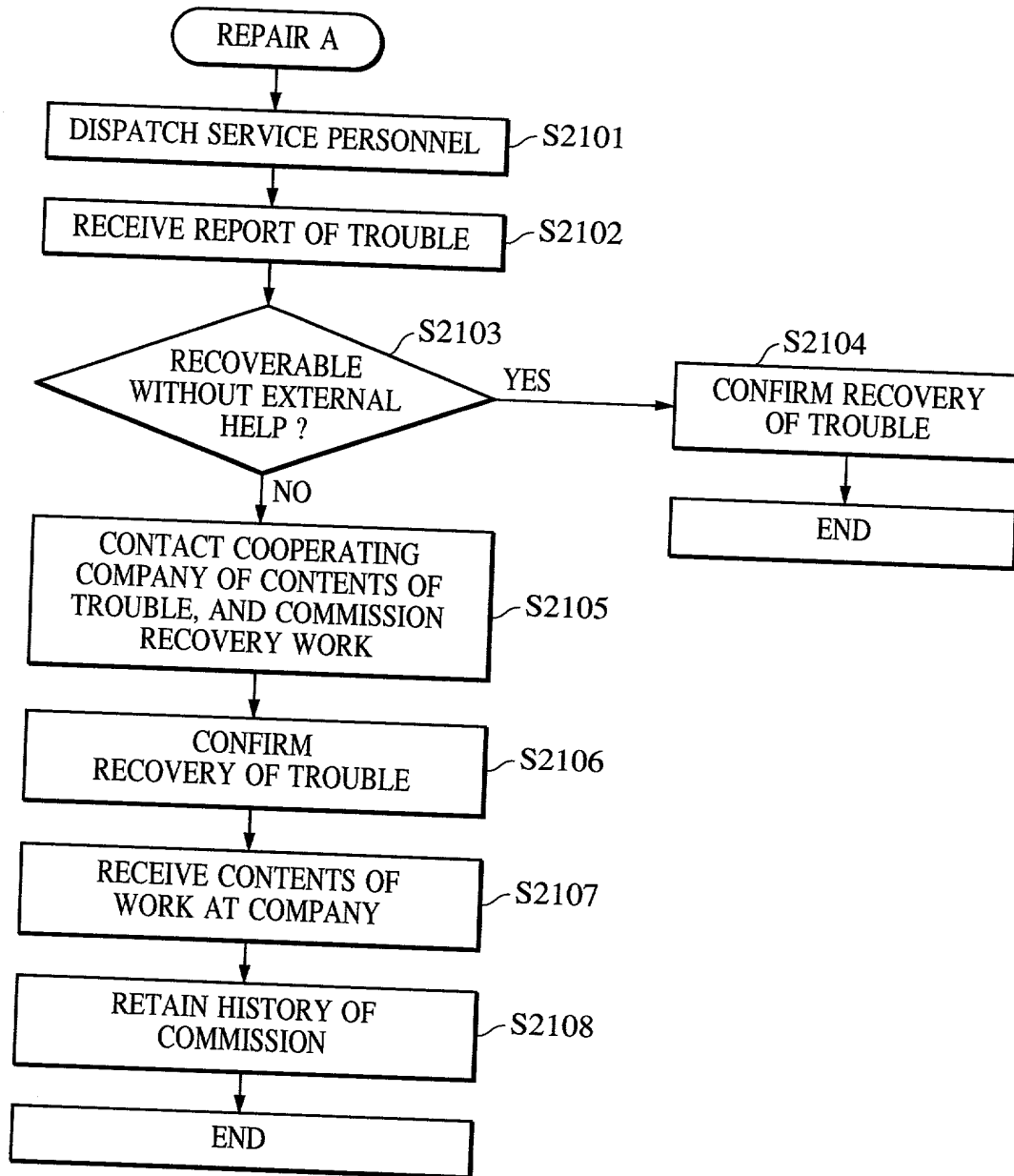


FIG. 22

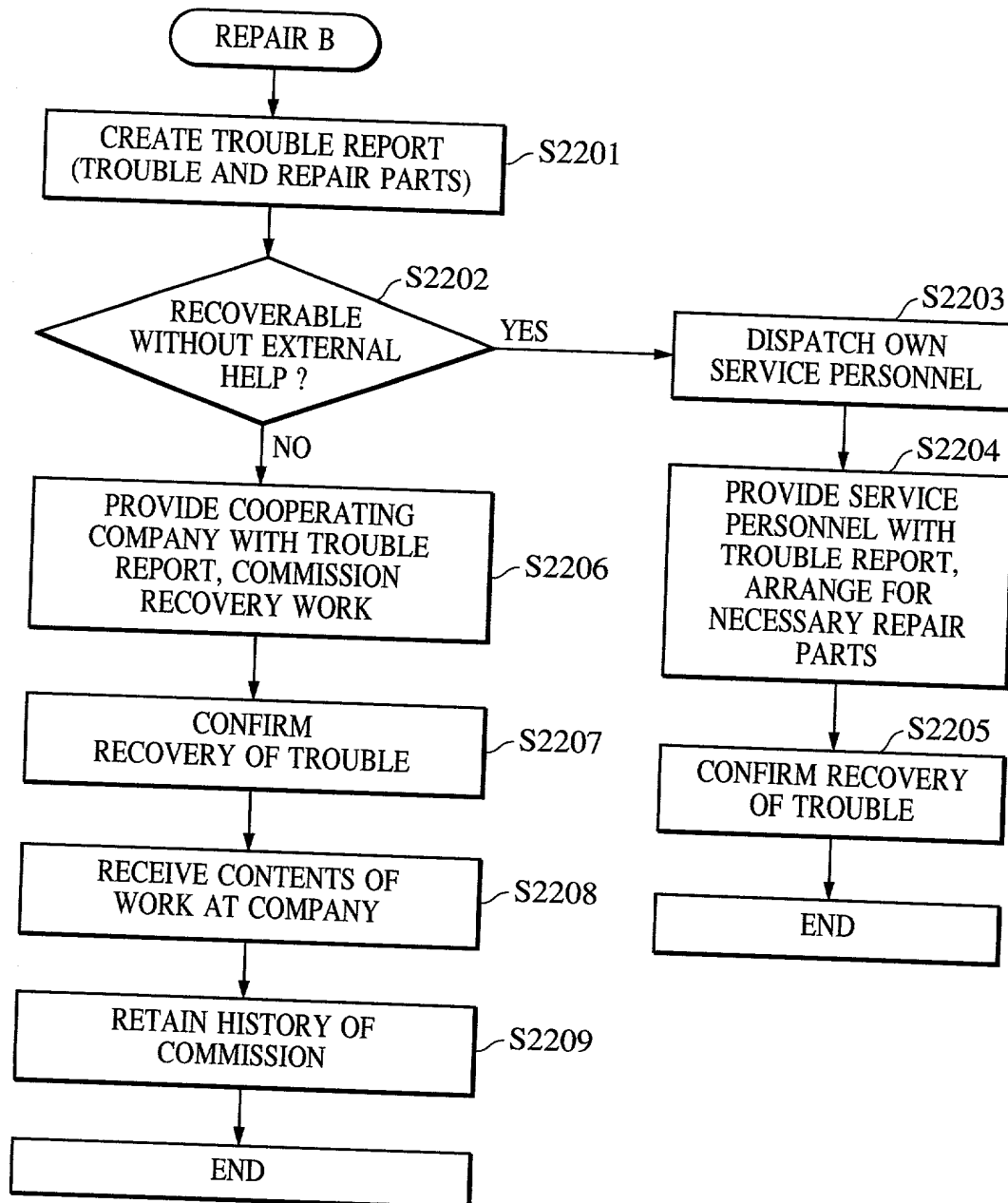


FIG. 26

CALL CONTENTS (PHENOMENA)	MONITORING RESULTS	CAUSE / REMEDY	CUSTOMER SYSTEM CONFIGURATION
ATTEMPTED TO PRINT FROM PC 1 TO PRINTER 1 BUT FAILED, THOUGH THIS HAD WORKED EARLIER.	<p>[PC MONITORING CLIENT]</p> <ul style="list-style-type: none"> • PC 1 IS NORMAL • AVAILABLE CAPACITY ON PRINT SERVER HARD DISK: 200 KBYTES <p>[DEVICE MONITORING SERVER]</p> <ul style="list-style-type: none"> • PRINTER 1 IS NORMAL 	<p>[CAUSE] PRINTER SERVER HARD DISK IS FULL, AND SPOOLED DATA IS NOT BEING STORED PROPERLY</p> <p>[REMEDY] ORGANIZE THE CONTENTS OF THE PRINT SERVER, AND SECURE AVAILABLE CAPACITY ON THE HARD DISK</p>	
SETTING UP A NEW PC 2 AND SETTING PRINTERS. CAN SEE PRINTER 2, BUT CANNOT SEE PRINTER 3.	<p>[PC MONITORING CLIENT]</p> <ul style="list-style-type: none"> • ROUTER 1 IS NORMAL • NO RESPONSE FROM PC 2 <p>[DEVICE MONITORING SERVER]</p> <ul style="list-style-type: none"> • PRINTER 2 IS NORMAL • PRINTER 3 IS NORMAL 	<p>[CAUSE] THE NEW PC CANNOT CROSS SEGMENTS, SO DEFAULT GATEWAY IS NOT SET CORRECTLY</p> <p>[REMEDY] SET IP ADDRESS FOR ROUTER 1 TO DEFAULT GATEWAY</p>	
ATTEMPTED TO PRINT FROM PC 3 TO PRINTER 4 BUT FAILED, THOUGH THIS HAD WORKED UNTIL YESTERDAY	<p>[PC MONITORING CLIENT]</p> <ul style="list-style-type: none"> • PC 3 IS NORMAL <p>[DEVICE MONITORING SERVER]</p> <ul style="list-style-type: none"> • BAD SORTER CONNECTION ALARM AT PRINTER 4 	<p>[CAUSE] SORTER IS NOT CONNECTED PROPERLY</p> <p>[REMEDY] CONNECT THE SORTER PROPERLY</p>	

FIG. 27A

** DISPATCH SYSTEM **

USER : K CO., LTD
PRODUCT : DEVELOPMENT DEPARTMENT
PHONE : 03-3765-XXXX

CAN YOU HEAD TO THE SITE ?

1. YES
2. NO

▲ ▼ ■

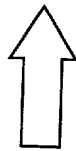


FIG. 27B

** DISPATCH SYSTEM **

HOW SOON CAN YOU GET TO
THE USER SITE ?

20 MINUTES

1. YES
2. NO

▲ ▼ ■

FIG. 28

E-MAINTENANCE RECOVERY WORK COMMISSION SHEET			
<u>USER INFORMATION</u>		<u>MODEL INFORMATION</u>	
NAME	K CO., LTD.	MODEL NO. / SERIAL NO.	ABC12345
DEPARTMENT	PRODUCT DEVELOPMENT	MODEL	IR5000
CONTACT (PHONE)	03-3765-XXXX	ENVIRONMENT	
CONTACT (FAX)	03-3765-YYYY	INSTALLATION LOCATION	BACK, 1ST FLOOR
CONTACT (E-MAIL)	ids@ZZZZ		
<u>TIME OF TROUBLE</u>		<u>CONTENTS OF CALL</u>	
2001 / XX / YY			
aa : bb			
<u>WORK COMMISSION ITEMS</u>		<u>CONTENTS OF REMOTE TROUBLE ISOLATION</u>	
<input type="radio"/> TROUBLE ISOLATION <input checked="" type="radio"/> RECOVERY WORK			
<u>DEADLINE FOR RESPONSE</u>		PLEASE RESPOND TO TROUBLE BY YYYY / MM / DD / HH	
		YYYY / MM / DD GENERAL MANAGER, APEX MAINTENANCE COMPANY	

FIG. 29

TIME OF TROUBLE	TIME OF RECOVERY	MODEL / SERIAL NO.	SYMPTOMS	CAUSE	REMEDY	WORK CONDUCTED BY :
2001.3.3 15:35	2001.3.3 14:52	ABC12345	NO PRINTOUT	PART A IS BROKEN	REPLACED PART A	OO

DIAGNOSIS RESULTS

NO PROBLEM AT ALL. WORKING SMOOTHLY.

PROBLEM(S) FOUND, BUT FIXED, SO THERE IS NO PROBLEM NOW.

INCIDENCE OF MALFUNCTIONING IS INCREASING. SHOULD BE MONITORED FOR AWHILE.

AAA00112, BBB77777,
ABC12345
ABC98765

YYYY / MM / DD
APEX MAINTENANCE COMPANY EM CENTER

FIG. 30

TIME OF TROUBLE	MODEL / SERIAL NO.	CAUSE	REMEDY
2001.3.3 15:35	ABC12345	PART A IS BROKEN	REPLACED PART A

YYYY / MM / DD
APEX MAINTENANCE COMPANY EM CENTER